Sprint

Relay Texas
June 2004 - May 2005

Total complaints from both Traditional Relay and Captioned Telephone Service (CapTel)

		Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	TOTAL	PCT.
SERVICE COMPLAINTS															
#00	Answer Wait Time										1	1		2	2%
#01	Dial Out Time		1	1							2			4	5%
#02	Didn't Follow Database Inst.									1	1		1	3	4%
#03	Didn't Follow Cust. Instruct.	3	1	1	1		3	2		1	4	1	3	20	24%
#04	Didn't Keep Customer Informed				1	2		1			1			5	6%
#05	Agent Disconnected Caller	1	2	1			2	1	3	3	3			16	19%
#06	Poor Spelling							1						1	1%
#07	Typing Speed/Accuracy				1		1					1		3	4%
#08	Poor Voice Tone						1	1		1				3	4%
#09	Everything Relayed		1								1			2	2%
#10	HCO Procedures Not Followed													0	0%
#11	VCO Procedures Not Followed				1		1						1	3	4%
#12	Two-Line VCO Procedure Not F													0	0%
#13	Background Noise Not Typed											1		1	1%
#14	Feelings Not Described													0	0%
#15	Recording Feature Not Used													0	0%
#16	Noise in Center													0	0%
#17	Agent Was Rude					1	1	1		1		2	1	7	8%
#18	Problem Answer Machine				1							1		2	2%
#19	Spanish Service													0	0%
#20	Speech to Speech									1			1	2	2%
#21	Other Problem Type Complaint	1			1			2		3		1	3	11	13%
	TOTAL	5	5	3	6	3	9	9	3	11	13	7	11	85	
TECHNICAL COMPLAINTS															
#22	Lost Branding				2					2				4	9%
#23	Charged for Local Call													0	0%
#24	Trouble Linking Up							4	2	2	8	2		18	42%
#25	Line Disconnected				1			1		2		1	1	6	14%
#26	Garbled Message							1	2				1	4	9%
#27	Database Not Available													0	0%
#28	Split Screen													0	0%
#29	Other Technical Type Complaint			1	2		1	1		1		3	2	11	26%
	TOTAL	0	0	1	5	0	1	7	4	7	8	6	4	43	
MISC COMPLAINTS															
#30	Rates	1												1	25%
#31	OSD													0	0%
#32	No 900 Number													0	0%
#33	Carrier of Choice													0	0%
#34	Network Recording									1		1		2	50%
#35	Other		1											1	25%